

February 15, 2001

TO: Department of Social and Health Services WorkFirst Supervisors  
Employment Security Department WorkFirst Supervisors

FROM: Carmen Gutierrez, WorkFirst Special Assistant, Community  
Services Division, Department of Social and Health Services  
Sandy Miller, WorkFirst Manager, WorkSource Operations Division,  
Employment Security Department  
Kathy Carpenter, Job Success Coach Initiative Program Manager,  
Employment and Training Division, Employment Security  
Department

SUBJECT: Employment Security Department WorkFirst Program  
Job Retention Services and Wage Progression Services

Job retention and wage progression services are available through all Employment Security Department (ESD) WorkFirst (WF) offices across the state. There are three different levels of service available depending on the needs of the customer and the capacity of the local system to provide the services. We have attached an updated list of Job Success Coach Initiative (JSCI) coaches by Community Service Offices (CSO) for you to reference when referring customers for these services.

Following is an overview of the three levels of services provided by ESD WorkFirst:

1. **Job Success Coach Initiative (JSCI)** provides the most intensive level of service. To be eligible for these services, the customer must be employed more than 20 hours per week in unsubsidized employment and demonstrate a level of need based on education and recent workforce attachment.
  - Services include coaching, mentoring, intervention activities with employers, supportive services, and assistance with whatever is needed for the customer to maintain employment and achieve wage gains over time. The coach maintains a consistent level of contact with each customer for up to two years.
  - Coaches carry a maximum caseload of 50 customers. Statewide, there are 52 ESD staff and seven contractors who provide JSCI coaching service. See the attached JSCI list for the location of both ESD and contracted coaching staff. Customers needing coaches are identified and attached to job success coaches by the Job Service Specialist (JSS) staff during job search process.
  - ESD WorkFirst is partnering with WorkFirst ORIA within DSHS and Welfare to Work (WtW) providers who will also be delivering Job Success Coach Initiative services to their target populations. WorkFirst ORIA has added the JSCI component to their WF LEP Pathway Provider Contracts to serve the Limited English Speaking TANF eligible population.
  - DSHS WorkFirst supervisors/case managers must coordinate with their local ESD WorkFirst supervisors (and JSCI coaching staff where available) to follow established JSCI referral processes and to correctly assign customers to coaches. Contract coaches can not self-assign JSCI customers and must work the customer assignment process through local ESD WorkFirst staff. Also, remember that these are working customers who may not be able to connect with a coach through the normal job search processes.
2. **WPLEX** provides consistent follow-up with customers employed twenty or more hours a week. There are 44 ESD staff divided into 15 queues – so that each local area has three to four job service specialists working with customers from their caseload.
  - When customers are working twenty or more hours a week and that information is recorded in the JAS system, their name will electronically appear in the WPLEX service queues within twenty-four hours.
  - WPLEX contacts the customer within the first week of receiving their name in the queue to let them know of the resources available to help them get a better job and that they are available to assist them with any issues they may have maintaining employment.
  - WPLEX will continue follow-up on a consistent schedule at least once every four weeks for six months and then evaluate how often to continue to maintain contact.

- WPLEX will interface with local offices to determine where customers are receiving services and refer to local service staff or JSCI coaches if more intensive services are required.
  - A case manager can also contact WPLEX directly to request that a customer they have identified as needing job retention services be provided follow-up services.
3. **Specialized Local WorkFirst Retention Services** provides another level of service.
- WorkFirst ESD staff complete success plans on all WorkFirst customers and provides revitalized job search that includes information on retaining employment.
  - Where capacity is available some ESD WorkFirst offices:
    - track customers for at least thirty days after placement and some up to ninety days to assist with post employment services; work with employers to provide supportive assistance to WorkFirst employees; enhance WorkFirst service availability through WorkSource; and extend hours for providing job search assistance to WorkFirst customers.
  - Assist WorkFirst customers who have lost their employment to return to work as quickly as possible; local staff also provides customized job search services.
  - DSHS WorkFirst supervisors/case managers should coordinate with their local ESD WorkFirst supervisors to determine what specialized retention services are available at their location and to follow established referral processes.

Questions should be directed to Carmen Gutierrez at (360) 413-3132, Sandy Miller at (360) 438-4127, or Kathy Carpenter, JSCI Program Manager at (360) 438-4120.

#### Attachment

cc: Michael Masten  
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